SYLLABUS
PART I
EDISON STATE COMMUNITY COLLEGE
VET 131S VETERINARY OFFICE MANAGEMENT
1 CREDIT HOUR

COURSE DESCRIPTION
Introduction to basic office procedures, public relations, and patient record-keeping in a veterinary office. Compliance with regulatory guidelines regarding facility records and logs will be covered, as well as working with veterinary practice management software. Prerequisite: Department acceptance into the veterinary technology program. Lab fee.

COURSE GOALS
The student will:

| Bloom's Level | | Program Outcomes |
|---|---|---|
| 3 | 1. Demonstrate veterinary facility management utilizing traditional and electronic media. | 2, 3, 5, 8 |
| 3 | 2. Demonstrate professionalism and efficiency in the daily operations of a veterinary facility to provide maximum benefits to the clients, patients, and facility. | 2, 3, 5, 6, 7, 8 |
| 3 | 3. Demonstrate professional written, oral, non-verbal, and electronic communication. | 2, 3, 5, 6, 7, 8 |
| 3 | 4. Demonstrate good interpersonal communication and team dynamics. | 7, 8 |
| 3 | 5. Prepare and maintain accurate medical records and other appropriate documents using written records and veterinary practice software. | 1, 2, 3, 5, 8 |
| 3 | 6. Articulate client education in a clear and factual manner. | 3, 8 |

CORE VALUES
The Core Values are a set of principles that guide in creating educational programs and environments at Edison State Community College. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives and activities in this course will introduce/reinforce those Core Values wherever appropriate.

TOPIC OUTLINE
1. Communication: verbal, nonverbal, listening, client communication, co-worker communication, written, electronic, telephone, and social media.
2. Assessment and management of emergency situations
3. Veterinary practice management: analyzing, planning, evaluating, advising, organizing, supervising, directing, and implementing policies and procedures.
4. Financial operation of a veterinary facility
5. Inventory control
6. Office procedures: scheduling appointments, admitting, and discharging patients
7. Medical records: legal aspects, proper format (SOAP), traditional vs. electronic, log books, and basic filing
8. Marketing: internal and external
9. Veterinary on-line services